Legacy Controls NOTICE

This article references our legacy Web Forms Web Viewing controls (WebImageViewer, WebAnnotationViewer, WebThumbnailViewer). It is preserved for archival purposes, but support strongly recommends using our modern HTML5 web controls: WebDocumentViewer, WebDocumentThumbnailer instead.

INFO: WebDocumentViewer Whitepaper - Getting Started With Web Viewing

Main Article Content

Access is denied occurs when the webservice does not have permission to access the location of the Atalasoft dlls. The problem is that ASP.NET caches our dlls to another folder, and that's where it needs access.

NOTE: While placing Atalasoft DLLs in the GAC may resolve the immediate access denied issue, we strongly recommend against using this approach.

There are two solutions for this issue:

PREFERRED

Grant the pertinent user READ/WRITE access on the "C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\Temporary ASP.NET Files" Folder. Pertinent user is most likely the ASP.NET/Network service user and anyone you might be impersonating

DEPRECATED

Put our dlls in the GAC. The license file cannot be in the GAC and you will need to edit the registry so that it can be found.

If you use the GAC you will likely need to make use of this licensing hack:

HOWTO: Configure your deployment to use Atalasoft license files in a custom location

Original Article

Q10264 - ERRMSG: Webforms: Access is Denied

Last Update

2026-11-06 - TD - (Minor Fix on Intro)

Atalasoft Knowledge Base
https://www.atalasoft.com/kb2/KB/50207/ERRMSG-Webforms-Access-is-Denied